



# Re-Opening Montana Health Centers

May 8, 2020

With some restrictions beginning to lift in Montana related to the COVID-19 pandemic, CareHere will begin resuming services at the Montana Health Centers.

To ensure the safety of patients and staff, CareHere will begin resuming the following health center services: non-acute/non-urgent visits, physical exams and routine monitoring, procedures, wellness visits, and lab services.

CareHere will accomplish this by:

- Determining what visits can and should remain tele visits to continue to limit unnecessary exposure.
  - State-Sponsored health screening appointments will be provided on a limited basis. This will help limit the number of people in the waiting room and allow time for sanitation between patients. Off-site State-sponsored health screening events are expected to resume June 1.
- CareHere staff will wear face masks during all face-to-face interactions with patients.
- **Patients need to wear a face mask at the health center for face-to-face interactions.** Due to personal protective equipment (PPE) shortages, this is crucial. If you cannot gain access to a face mask, please let the health center know prior to arriving for your appointment.
- Only patients will be allowed to enter the health center, unless impractical based on age (family members will not be permitted if not necessary).
- There will be a limit of 2-3 patients in the waiting room at one time in order to accommodate social distancing practices.
  - If more than 3 patients are waiting to be seen, excess patients will be requested to wait in their vehicle and will be called in by a staff member when it is their turn.
- All patients who are coming into the health center for face-to-face visits will be asked the COVID screening questions and have their temperature taken.
  - If the COVID screening is positive and/or the temperature reading is 100 degrees Fahrenheit or greater, the patient will be asked to return to their vehicle and complete their appointment over the phone.

Thank you for your understanding and flexibility during this time.

For questions, please contact CareHere at (855)200-6822 or [help.montana@carehere.com](mailto:help.montana@carehere.com).

## State of Montana Health Care & Benefits Division

Call (406) 444-7462 or Toll-Free (800) 287-8266

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Email [benefitsquestions@mt.gov](mailto:benefitsquestions@mt.gov)

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-999-1062 (TTY: 1-855-999-1063).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-999-1062 (TTY: 1-855-999-1063).